

Daily water supply system status updates: Friday, 31 March 2023 (Afternoon)

Water supply status update by exception (i.e., areas affected due to supply constraint and not service interruption from occasional pipe burst).

Unplanned interruptions

1. Johannesburg Water Customer Notice: Technical issues at the Yeoville pump station.

On Thursday afternoon, a pump at the Yeoville pump station stopped working due to a technical fault. Technicians are on the ground trying to find the reason for the fault and resolve the problem.

Areas affected: in the Yeoville tower zone have intermittent to no water supply. The affected areas have been provided with alternative water supply through mobile water tankers.

There is no estimated time of completion at this stage. Johannesburg Water apologises to customers for the inconvenience caused.

UPDATE: Please note that the pumps at the Yeoville reservoir are not operational. The team is currently onsite conducting a diagnosis. The tower zone is still without water. Alternative water supply is being arranged through mobile tankers to affected residents.

2. No water in Greater Ivory Park due to planned shutdown by Rand Water

The team is still on site busy with the RW inlet meter replacement in President Park.

Alternate water supply is being provided through mobile tankers in the areas as communicated per the original notice.

Affected areas include parts of:

Ebony Park

Kaalfontein

Directors:

Ms Gugulethu Phakathi (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),
Mr Johan Koekemoer (Financial Director and Executive Director), Mr Phetole Modika, Mr Siphamandla Mnyani, Mr Siyabonga Mthembu,
Mrs Zandile Meeleso, Mr Pholoso Matjele, Mr Kgaile Mogoye, Mr Sandiso Mgengwana, Mr Molate Mashifane, Ms Pamela Mabece,
Mr Lunga Bernard

Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30



City of Johannesburg

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Ivory Park
Rabie Ridge

Estimated time for completion is 13H00

Johannesburg Water apologises to customers for the inconvenience caused and thanks customers for their patience and understanding.

Suburbs Affected: Alexandra

Date: 04 April 2023

Time: 07:00 – 19:00

Impact: No water

Reason: Tie-in of new pipe and installation of a flow meters 250mm 2x 250mm wedge gate

Residents are again requested to observe Level-1 water restrictions implemented from 1 September to 31 March, which prohibit the use of hosepipes to water gardens, wash cars, clean driveways but use grey water instead, fill up swimming pools and water features between 6 am and 6 pm. This is to ensure that systems are kept stable throughout the coming months. We urge residents to report any form of vandalism and theft of water infrastructure to 0800 00 25 87.

Residents are encouraged to subscribe on our website, to our SMS notification service for alerts on planned or unplanned service interruptions.

More information can be obtained on:

Twitter: @JHBWater

Facebook: Johannesburg Water

Website: <https://www.johannesburgwater.co.za>

Customer service inquiries:

24-hour Hotline: 011 688 1699/ 086 056 2874

SMS line: 45201

Email: Customer@jwater.co.za

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